

Applicants : Alan G. Doherty, Neil S. Rieck, Stephen M. Kennel,  
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For : METHOD AND SYSTEM FOR FACILITATING  
TELECOMMUNICATIONS SERVICE PROVISIONING  
AND SERVICE ASSURANCE  
: Preliminary Amendment  
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The listing of the claims will replace all prior versions and listings of claims in the application:

**LISTING OF CLAIMS:**

Please cancel claims 2-30.

1. (original) A method of facilitating the provisioning of converged telecommunications services, comprising steps of:

accepting from an operator a first code supplied by a customer requesting at least one telecommunications service;

displaying to the operator a list of at least one telecommunications service-ready dwelling unit associated with the first code;

accepting a selection by the operator from the list of a dwelling unit in which the customer resides;

building a customer record using customer information input by the operator; and  
automatically dispatching a work order to a technician selected to install customer premise equipment (CPE) in the dwelling unit.

2. – 30. (cancelled).